

Intel Corporation
4030 Lafayette Center Drive
Chantilly, VA 20151

RECEIVED
CENTRAL FAX CENTER

JUL 14 2004

Intel Legal Team

Fax

OFFICIAL

Page 1 of 8

Urgent

Confidential

Date: July 13, 2004

To:
Examiner: H. Hong
USPTO

Fax:
(703) 872-9306

Art Unit:
2654

From:
Alan Pedersen-Giles

Fax:
703-633-3303

M/S:

Subject: Method of Processing An Inbound Call in a Call Center
Application No.: 09/523,935; Inventor: John Crook
Filed: March 13, 2000 Docket No. 42390P8971

A CONFIRMATION COPY OF THIS DOCUMENT:

WILL NOT BE SENT

I hereby certify that the below listed correspondence is being facsimile transmitted to the
USPTO to: Commissioner for Patents, Washington DC 20231 on 7/14/04.

Serita Evans



Date: July 14, 2004

Included in this transmission:

Fax Cover Sheet (1 page)
Transmittal Form (1 page)
Response to Office Action (6 pages)

Important Notice

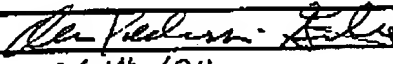
This information is intended to be for the use of the individual or entity named on this transmittal sheet. If you are not the intended recipient, be aware that any disclosure, copying, distribution, or use of the contents of this faxed information is prohibited. If you have received this facsimile in error, please notify the sender by telephone immediately so that arrangements can be made for the retrieval of the original document at no cost to you.


PTO/SB/21 (08-03)

Approved for use through 08/30/2003. OMB 0851-0031
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

TRANSMITTAL FORM (to be used for all correspondence after initial filing)	Application Number	09/523,935	
	Filing Date	March 13, 2000	
	First Named Inventor	John CROOK	
	Art Unit	2642	
	Examiner Name	H. Hong	
Total Number of Pages In This Submission	7	Attorney Docket Number	42390P8971

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation <input type="checkbox"/> Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____	<input type="checkbox"/> After Allowance communication to Technology Center (TC) <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): Fax Cover Sheet
Remarks		
SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT		
Firm or Individual name	Alan Pedersen-Giles, Reg. No. 39,996 Intel Americas, Inc.	
Signature		
Date	7/14/04	

CERTIFICATE OF TRANSMISSION/MAILING		
I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.		
Typed or printed name	Senta Evans	
Signature		Date 7/14/04

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.